

MANCHESTER COMMUNITY COLLEGE
Information Technology Technician II

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public
Location: Manchester Community College (Information Technology Department)
Job Posting No: #FT-108
Hours: Full Time Position
Salary: \$53,774 approximate annual. Excellent benefits
Closing Date: February 8, 2016

Eligibility Requirement:

Minimum Qualifications an Associate's degree (Bachelor's degree preferred) in computer science or related and relevant discipline and proven practical experience in providing timely and personable technical assistance to users of physical and virtual systems. Candidates will be required to demonstrate substantial knowledge and abilities in the following areas:

- Diagnostics and repair of computer hardware and related peripheral equipment, a wide range of software including various operating systems and applications, equipment assembly and installation
- Virtual systems and endpoint thin and zero client device support.

Also required are excellent interpersonal skills, the ability to work as part of a team, strong analytical and creative skills and reliability. Also an understanding of the mission of the community college and the ability to work with ethnically and culturally diverse population.

Other preferred knowledge, experience and characteristics include the Banner student information system, MS Active Directory, Altiris, VMware Horizon View, endpoint security, an affable and professional demeanor in supporting faculty, administrators, staff and students; excellent oral and written communication skills.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position.

Responsibilities:

The Information Technology Technician II working under the supervision of the Director of Information Technology or other departmental administrator is accountable for providing accurate diagnostics, installation, operation, adaptation, maintenance and repair of both physical and virtualized computer systems and a wide range of software on a college-wide basis. Other responsibilities include accurate and complete documentation of support tickets, asset tracking forms and processes and various help desk support functions. Also, the ability and motivation to continuously acquire new professional technical skills in this area.

Application Instructions: Please reference job posting number (#FT-108) on application material.

Incomplete application materials will not be accepted. Send letter of intent, resume, transcript (unofficial acceptable), the names of three professional references, and completed *ConnSCU Board of Regents Employment Application to:

Human Resources Department
Information Technology Technician II - #FT-108
Manchester Community College
Great Path, P.O. Box 1046 - MS #2
Manchester, CT 06045-1046

*ConnSCU Board of Regents Employment Application available online in the Human Resources/Payroll section at:

<https://www.manchestercc.edu/form-depot/>

(Employment application must be completed in its entirety; references to resume or CV are not acceptable. Application materials with the incorrect application will not be accepted.)

Background Checks

Manchester Community College is committed to providing a safe campus community. MCC conducts background investigations for applicants being considered for employment. Background investigations include reference checks, a criminal history record check and, when appropriate, a financial (credit) report or driving history check.